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ICAR '23
INTERNATIONAL CONFERENCE ON CROSS-DISCIPLINARY ACADEMIC RESEARCH 2023

THE 2ND INTERNATIONAL CONFERENCE ON CROSS-DISCIPLINARY ACADEMIC RESEARCH 2023 (ICAR 2023)

Sustainable Business, Environment & Society

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ICAR 2023: 047-046

THE CHALLENGES OF TECHNOLOGY MANAGEMENT AND COMMUNICATION BEHAVIOR FOR REMOTE WORKING OF SENIOR CITIZEN WORKFORCE IN MALAYSIA

Norarifah A.M., Norhaninah A.Gani
norarifah@gapps.kptm.edu.my, norhaninah@gapps.kptm.edu.my
Kolej Poly-Tech MARA Bangi, Universiti Poly-Tech Malaysia

ABSTRACT

The COVID-19 epidemic has intensified this tendency globally, particularly in Malaysia, as remote work has grown in popularity in recent years. The use of technology and communication tools has become crucial as remote work becomes more commonplace in order to ensure effective cooperation and productivity. For senior individuals, who might have little expertise with technology and communication tools, this shift towards remote labour has presented particular issues. This study examines the difficulties that elderly persons have controlling technology and communication habits when working remotely and the effects that these difficulties have on their productivity and wellbeing. The paper provides a thorough overview of the difficulties older adults have adopting and utilising technology for remote employment. Digital divide, a lack of digital skills, information overload, security issues, accessibility, equipment and software compatibility, maintenance and support, communication obstacles, social isolation, and work-life balance are some of these difficulties. The article also looks at how these issues affect how older citizens behave when working remotely, including how they affect their productivity, their ability to communicate, how stressed and anxious they feel, and how alone and disconnected they feel. The paper offers a number of recommendations based on these findings to assist senior folks in controlling their technology and communication use while working remotely. These tactics include offering instruction and assistance in digital skills, ensuring accessibility for people with disabilities, putting security protocols and best practises into place, providing technical support and upkeep, encouraging communication and social interaction, and promoting work-life balance. This research article concludes by emphasising the crucial role that technology management and communication style play in the implementation of remote work for senior adults. Organizations may ensure that older persons can successfully participate in remote work and contribute to the success of the firm by addressing the issues and offering necessary assistance and resources.

Keywords: remote work, technology management, communication behavior, senior citizen

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